

THE UNIVERSITY OF HONG KONG APPLICATION FOR TRANSCRIPT

This application form is applicable to students WITHOUT access to HKU Portal account. *(If you have just left the University and your HKU Portal account is still valid, please submit an online application form in SIS).*

INSTRUCTIONS TO APPLICANTS

A transcript is a student's full academic record in this University. If a student has attended more than one study programme, all courses of study and examination results, if appropriate, will be printed on the same document.

The University reserves the right to withhold issuance of transcript to a student owing fees or any other debt to the University, or who has failed to discharge all obligations towards the University.

SUBMITTING THE APPLICATION

Completed application form, together with proof of fee payment where appropriate, should be submitted:

- (a) by mail or in person to the Academic Services Office, Room G-04, Run Run Shaw Building, The University of Hong Kong, Pokfulam Road, Hong Kong; or
- (b) by fax at (852) 2540 1405 (*for payment made by credit card or internet banking only*); or
- (c) by email (*for payment made by credit card or internet banking only*).

Please send the completed application in **PDF** format by email to <asoffice@hku.hk>. Please indicate your name, type of application and the Faculty of your latest study in the e-mail subject (e.g. CHAN Tai Man_Transcript_Faculty of Arts).

A photocopy of the applicant's HKID Card/Passport **MUST** be attached to the application form. All documents will be destroyed after processing of the application.

PROCESSING TIME

Transcript(s) may be collected from the Academic Services Office direct and/or be dispatched by ordinary mail or registered post as indicated on the application form. The normal processing time is **10** working days (excluding Saturday, Sunday and public holidays).

Transcripts for fresh graduates will require a longer processing time to include the final examination results and the class of honours attained, if applicable. Students are responsible for ensuring that their overall results have been formally announced before submitting an application for transcript to the Academic Services Office. For students graduated in or before 1993, a longer processing time may be required as most of the records have to be re-constructed into computerized format.

COLLECTION METHODS

You will be informed by e-mail when the transcript(s) is/are ready.

Transcript(s) to be collected in person or by an authorized person

Transcripts can be collected in person or by an authorized person at the Academic Services Office (Room G-04, G/F, Run Run Shaw Building). If another person is authorized to collect transcript(s) on behalf of the applicant, the full name and the HKID Card/Passport number of the authorized person must be clearly stated on the application form. The applicant/the authorized person will be required to show his/her HKID Card/Passport for verification when collecting the transcript(s). Transcripts not collected within three months from the date of issue (which is printed on the transcript) will be destroyed by the Academic Services Office for security reason.

Transcript(s) to be sent by mail

Transcripts will be sent by ordinary mail or registered post as indicated on the application form. If you wish to know more about the two types of mail services, you may visit the Hong Kong Post website: <https://www.hongkongpost.hk/en/home/index.html>

For overseas addresses, registered post will be sent by regular air mail or surface mail depending on the availability of mail delivery services via Hong Kong Post. You may check the Hong Kong Post website at https://www.hongkongpost.hk/en/about_us/whats_new/notices/index.html for the latest update.

Please allow extra mailing time for the transcript(s) to be sent by post. Longer mailing time is required for overseas addresses (especially to the United States and Canada); and/or during peak seasons in January/February and in July/August. **The University accepts no responsibility for any loss or damage to the documents during postal delivery.** To avoid postal error, applicants must give clear and complete addresses of the recipients of the transcripts on the application form.

Transcript(s) to be sent to World Education Services (WES)

The University will send electronic copy in lieu of the hard copy directly to WES through their online channel. Please choose ordinary mail (or to WES), mark WES on the address label and provide your reference number with WES for our processing.

If no instruction is given on the application form, the transcript(s) will be put in one single envelope. If the transcripts are to be packed in individual envelopes, the front of each envelope will be printed "TO WHOM IT MAY CONCERN".

Please state your instructions clearly as request for alternative arrangement will NOT be accepted once the application form is received. If you are in urgent need of the transcript(s), please consider collecting the document(s) at the Academic Services Office. In case you have any questions, please send email to asoffice@hku.hk.

APPLICATION FEES AND PAYMENT METHODS

HK\$40 per copy (inclusive of postage by ordinary mail). For document(s) to be sent by registered post, an additional \$20 will be charged per mailing address. All fees paid are NOT refundable.

Please pay the application fee by

- (a) using one of the methods below; or
- (b) credit card (**it must be your own credit card**); or
- (c) a bank draft (*in Hong Kong Dollars*) drawn on a bank in Hong Kong and made payable to “The University of Hong Kong”.

If you are using the payment methods in (a) above, it is essential that the original ATM customer advice, or in the case of internet banking, a printed copy of the bank’s acknowledgement statement which contains the payment reference number, be stapled to your application form for submission to the University. Please retain a photocopy of the receipt as proof of fee payment.

Methods of Payment

<i>Payment method</i>	<i>Procedures</i>	<i>Receipt to be attached to the application form</i>
ATM (Automatic Teller Machine)	<ol style="list-style-type: none"> 1) Locate an ATM with ‘Bill Payment’ function 2) Select “Bill Payment” → “Education” → “The University of Hong Kong” (Please do not use the account transfer function for payment) 3) Enter Bill Type: "06" Other Fees 4) Enter 14-digit Bill Account Number: “Your University Number (10 digits)” plus a 4-digit suffix “4002” (If you have forgotten your University Number, please use “2099999983” in lieu) 5) Enter the <i>appropriate</i> amount payable 	Original ATM customer advice
Internet banking	<ol style="list-style-type: none"> 1) Logon to any of the following websites: HSBC <http://www.hsbc.com.hk> Hang Seng Bank <http://www.hangseng.com> JETCO <http://www.jetco.com.hk> BEA <http://www.hkbea.com> 2) Make bill payment by choosing the following function: (Please do not use the account transfer function for payment) HSBC: View and Pay Bills Hang Seng Bank: View and Pay Bills JETCO: JET Payment BEA: Bill Payment / CyberPayment / JET Payment 3) Select “The University of Hong Kong” as the merchant for payment 4) Enter Bill Type: “06” Other Fees 5) Enter 14-digit Bill Account Number: “Your University Number (10 digits)” plus a 4-digit suffix “4002” (If you have forgotten your University Number, please use "2099999983" in lieu) 6) Enter the <i>appropriate</i> amount payable 	A printed copy of the bank’s acknowledgement statement which contains the payment reference number

PERSONAL INFORMATION COLLECTION STATEMENT

Available at http://www.ase.hku.hk/doc/PICS_159_716.pdf.

Academic Services Office

Address: Room G-04 Ground Floor, Run Run Shaw Building, The University of Hong Kong

Office Hours: Monday – Friday: 9.00 a.m. – 5.30 p.m. Saturday: 9.00 a.m. – 12.30 p.m.

Closed on Sundays, Public Holidays and University Holidays (*i.e.* Christmas Eve, New Year’s Eve (p.m.), The day preceding Lunar New Year (p.m.) and Foundation Day (March 16)).

Tel: 2859 2433 Fax: 2540 1405 Email: asoffice@hku.hk

Application for Transcript

Application received on: _____

The application will be processed once this application form is received by the Academic Services Office.
Please read the "Instructions to Applicants" before completing this form.

Section A Personal Particulars

University number										
Name in English (in BLOCK LETTERS, surname first)										
Name in Chinese (if any, as in HKID)										
Chinese name in C.C. code (if any, as in HKID)										
HKID card/Passport number										
** A copy of your HKID card or passport must be attached to the application. **										
Date of birth (date/month/year)							E-mail address			
Contact number	Mobile:					Office/Home:				
Correspondence address										

Programmes attended <i>(e.g. BSc, Exchange-BA, MPhil)</i> <i>In chronological order</i>	Faculty	Date of attendance	
		From	To
		(mm/yyyy)	(mm/yyyy)
1.			
2.			

Section B Application Fees and Payment Method (see Notes on Application Fees and Payment Methods)

Application Fee: HK\$40 Per Copy ^ For Registered Post, an additional HK\$20 will charged per mailing address (e.g. if you apply for 2 copies to be sent to one single address by Registered Post, the total fees are HK\$100)

Collection Method:	No. of Copies		No. of Addresses	Fees
(a) In Person	x \$40 per copy	+		
(b) By Registered Post ^	x \$40 per copy		x \$20 per address	
(c) By Ordinary Mail (or to World Education Services (WES))	x \$40 per copy			
Total no. of copies:			Total Fees:	

(Please ✓ one box only.)

- The **original** ATM customer advice* / a printed copy of the internet banking acknowledgement statement* showing a total payable amount of HK\$ _____ is attached as evidence of payment. (* Please delete as appropriate.)
- A Hong Kong dollar bank draft showing a total payable amount of HK\$ _____ which is made payable to "THE UNIVERSITY OF HONG KONG" is attached.
- Credit card (**It must be your own credit card**)
I authorize The University of Hong Kong to charge HK\$ _____ to MY credit card account below:

1. Credit card (Please ✓)	<input type="checkbox"/> Visa <input type="checkbox"/> Master
2. Card number	□ □ □ □ - □ □ □ □ - □ □ □ □ - □ □ □ □
3. Expiry date (month/year)	□ □ / □ □ *Expiry date not less than 6 months from date of application*
4. Your name printed on credit card (in BLOCK LETTERS)	
5. Signature of cardholder	<i>(Please sign, do not type)</i>

Section C Collection Methods

(a) In Person or by an Authorized Person (Please ✓)

<input type="checkbox"/> In Person	<input type="checkbox"/> By an Authorized Person Full Name: _____ HKID card/ Passport no. _____
Pack the transcripts in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes	With attachment ² <input type="checkbox"/> YES <input type="checkbox"/> NO (please send us the attachment with this application form)

(b) By Registered Post Please provide full mailing address(es) below and complete the address label(s) on page 3. If address labels provided are insufficient, please attach supplementary mailing list.

Address 1 (By Registered Post) Name: _____ Address: _____ _____ Country: _____	Number of copies to this address: _____ Pack the transcripts in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes With attachment ² <input type="checkbox"/> YES <input type="checkbox"/> NO (please send us the attachment with this application form)
Address 2 (By Registered Post) Name: _____ Address: _____ _____ Country: _____	Number of copies to this address: _____ Pack the transcripts in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes With attachment ² <input type="checkbox"/> YES <input type="checkbox"/> NO

(c) By Ordinary Mail Please provide full mailing address(es) below and complete the address label(s) on page 4. If address labels provided are insufficient, please attach supplementary mailing list. For transcript(s) to be sent to World Education Services (WES), please mark WES for the name and provide your reference number with WES for the address.

Address 1 (By Ordinary Mail) Name: _____ Address: _____ _____ Country: _____	Number of copies to this address: _____ Pack the transcripts in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes With attachment ² <input type="checkbox"/> YES <input type="checkbox"/> NO (please send us the attachment with this application form)
Address 2 (By Ordinary Mail) Name: _____ Address: _____ _____ Country: _____	Number of copies to this address: _____ Pack the transcripts in ¹ <input type="checkbox"/> ONE single University envelope <input type="checkbox"/> individual University envelopes With attachment ² <input type="checkbox"/> YES <input type="checkbox"/> NO

¹ If you apply for more than one transcript, please indicate your preference. If no indication, ONE single envelope will be provided.
² If the transcript is to be sent with a "Request for transcript" form provided by some institutions, please enclose the request form with this application form. Documents other than the "Request for transcript" form will not be accepted.

Signature of Applicant:
(Please sign, do not type.)

Date:

- End of Transcript Application -

To be completed by the applicant / an authorized person upon collection of transcript(s)

Collected by: _____ (signature) Date: _____

Address Labels (Transcript)
(By Registered Post)

Name: _____ Address: _____ _____ _____ Country: _____	Address 1 (By Registered Post) Number of copies to this address: _____
---	---

Name: _____ Address: _____ _____ _____ Country: _____	Address 2 (By Registered Post) Number of copies to this address: _____
---	---

Address Labels (Transcript)
(By Ordinary Mail)

Name: _____ Address: _____ _____ _____ Country: _____	Address 1 (By Ordinary Mail) Number of copies to this address: _____
---	---

Name: _____ Address: _____ _____ _____ Country: _____	Address 2 (By Ordinary Mail) Number of copies to this address: _____
---	---
